



# Round House Cafe Customer Feedback

## Questions, Answers and Comments

### In Memoriam

***We received many comments about the tragic passing of our ARAMARK friend and co-worker James Johnson. Thank you for all your kind words. Here are a few:*** “He was so sweet and soft spoken. He always asked me how I was doing. That makes me cry. I can’t believe he’s gone. He just served me lunch on Friday. He always called me by my name and served me with a smile. I never saw James have a bad day – at least if he did, he never showed it. He was a kind. To me, he epitomized the scripture “Do unto others as you would have them do unto you. I will never, ever think of James and not smile – he was always smiling.” ***Thanks for donations of more than \$600 for James’ family. Your kindness and generosity are appreciated.***



***The Chili Contest was fantastic. I’m sure glad I didn’t have to decide the winners. They were all very tasty!*** Thanks for writing. A huge thanks to our six Community Member judges: Councilwoman Deanna Scabby, Edward Reina, Carol Silversmith, Dwayne Manuel, Brenna Watuema and Royce Manuel. A special thanks to all 15 contestants. And hearty CONGRATULATIONS to the five winners:

- 2<sup>nd</sup> place Green, \$25 and plaque, Cruz Lopez
- 2<sup>nd</sup> place Red, \$25 and plaque, Judy Montero
- 1<sup>st</sup> place Green, \$100 and plaque, Jon Regner
- 1<sup>st</sup> place Red, \$100 and plaque, Ernie Lopez
- Grand Prize Champion, \$300 and trophy, Monica Sampson-Vavages

***I love the daily e-mails and information. The promotions you’ve been having lately are very creative. Thanks.*** You’re welcome – and thanks for the kind words. It’s tough to try to please everybody – but we keep trying! ☺

***The tailgate food was great. How about chicken wings every day?*** It’s always a challenge to balance all of the requests for different foods. Whereas you are asking for chicken wings, others are asking for healthier choices. Perhaps we’ll add them once in awhile as part of the grill menu cycle. Thanks for the suggestion.

***Thanks for getting the football going. Great job. I and all the football fans had a great time dressing in our team jersey. Appreciate your efforts at keeping the Café fun.*** We’re happy that you’re happy! September was a fun month. We have lots more planned for October.  
[Click here to see the October events calendar!](#)

***I am not happy. The milk cartons are too close to the expiration date. All four cartons I bought last week had expiration dates of Aug 30th. All four were bad and today (Aug 31st) there are still cartons of Aug 30th expiration dates on several milk cartons. All milk expirations dates need to be checked before they are set out for purchase by customers. I don’t have time to walk back down to get my money back, just money wasted on bad milk.*** As always, thanks for letting us know. We gladly accept “do better” slips when we make mistakes, and this was a big one. We apologize for the inconvenience. We issued you an e-mail credit. Hopefully, we’re doing better now. Thanks again for letting us know.

***I’m not a regular at lunch, but wanted to know if you serve posole on a regular basis or should I be checking the menu weekly? I had it once and loved it!!*** Posole is on the menu on a regular basis. [Click here](#) and/or check the Connections Home page to access the daily and/or weekly menus available on the intranet.

***We need more of the tiny refuse containers in more spots. A lot of times, I have a scrap of something or a used napkin or a straw wrapper, and no place to put it. Especially around the middle station where we toast at breakfast, and the middle soup area.*** Good idea. We’ll see what we can do.

***You started selling the excess hand-made tortillas – but you never seem to have any available.*** It’s a supply and demand issue we are aware of. Watch for some new ideas in this area soon.

***I heard you use lard in the tortillas. Most Community members use Crisco or Canola oil, which is probably healthier. Any chance of switching?*** Actually, we are going to do some experimenting soon. Trying to please the palate AND stay healthy can get complicated! – Not that Crisco is all that healthy! ☺

### **Kudos & Clouts (Customer Comments and/or Suggestions)**

- The posole was great – could we get a basket of rolls and butter packets when it’s served? (Sure!)
- What about some lo-cal bread options? (We’re checking with our supplier).
- Can you make egg salad for purchase? (We will add it to the deli periodically and advertise it. Thanks)
- Always seem to be running out of napkins (We are looking to add some better dispensers).
- Thanks for getting the booster seats and high chairs. Makes it easier for Community members with kids to visit.
- Thanks for the ADA (American Disability Act) tray and utensil station (We’re going to add a second one. Glad you like it)

### **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC Connections intranet home page. At the bottom of the right column, click on the link that says “Round House Cafe”. On the next page, click on “Round House Cafe.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions and/or comments that we were unable to answer because we didn’t know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 2.4 Sept. 29, 2010)

